

ORIGINAL

For Commission Use Only:

Case: 07-0373

OFFICIAL FILE

FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

Regarding a complaint by (Person making the complaint):

Aurelia Simpson

Against (Utility name):

Peoples Energy

As to (Reason for complaint)

Why do I have a high Gas bill when  
the furnace was broke and no heat was available  
from Feb 3rd 2007 until April 30, 2007

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

9514 S. Princeton Chicago, IL 60628

The service address that I am complaining about is

9514 S. Princeton Chicago, IL 60628

My home telephone is

(773) 264 2046

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[ ]

(Full name of utility company)

Peoples Energy

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

My furnace wasn't working from Feb 3, 2007 and it wasn't repaired until April 30, 2007. Since I didn't have any heat and I wasn't staying in the home because of this situation. How can I receive these high bills when the furnace wasn't working. How can I get a meter reading activity when nothing was working? Why do I have a high gas bill during the time when the furnace wasn't working and I wasn't staying in the home since it had no heat.

Please clearly state what you want the Commission to do in this case:

Please tell me how can you get a meter reading when the furnace isn't working and no gas is on.

Date:

June 4 2007  
(Month, day, year)

Complainant's Signature

Qurelia Simpson

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must witness the completion of this part of the form.

I, Qurelia Simpson, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature)

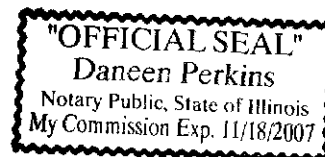
Qurelia Simpson

Subscribed and sworn/affirmed to before me on (month, day, year)

6/4/07

Daneen Perkins

Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.